FSC-157-B

ROU Brief - 10/29/97

For: AVP/RSM/RBM/ROM/KAM/AM/DM/RM/AE/MC/PC/PRC/SC

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➡ *Key Customer Database Information Change Sheet Added to F-3 Forms Fill*

(Contact: Mike Judkins, #0472)

- New form "Key Customer Database Information Change Sheet" (RJRT Form 3913) now available on Field Sales F-3 Fill. Form has been formatted to be "intelligent" so that updates and changes to key customer information can quickly be updated and submitted by Field Sales management and / or administrative personnel.
- The "Key Customer Database Information Change Sheet" is under the category of Management Reports and the sub-category of Customer Information.

➡ *Generic Temporary/Semi-Permanent Displays*

(Contact: Myra Smith, #6118)

- The following displays will be discontinued upon depletion of current inventories:

Item #	Description
524732	60/80-Pack Shipper Display
524723	40-Pack Shipper Display
524750	20/30/40-Pack Counter Display
465050	30-Carton Shipper Floor Display
524762	Large Dump Bin Floor Display
524000	Dual Floor Pedestal Display
525773	Multibrand Semi-Permanent Counter Display

- The following displays will be available for 1998.

Item #	Description
524741	Pack Counter Display
524012	20-Pack Shipper Display
458131	Dim 4 Floor Display
469562	Stairstep Pack Dump Bin
524771	90-Ctn Floor Display
TBD *	40/60-Pack Shipper Display

* Currently in development.

- Above displays are available for use with Full Price, Savings or Forsyth brands.

➡ *Returned Goods*

(Contact: Returned Goods Hotline - (800) 992-3284)

- Product Recovery Operations (PRO) will be closed week of 12/22/97 and will reopen on 12/29/97. In order for customers to be reimbursed in 1997, their unsaleable product must be returned to PRO by 12/1/97.

➡ *Spreadsheet Download Available in BPE System*

(Contact: Chris Minner, #1642)

- A new option available in BPE allows templates to be downloaded to spreadsheets. New option is available for templates as well as several of the planning models. The following list details report functions available for spreadsheet download.

N45	Print Generic Template
N46	Print Generic Template by Direct
N54	Print VAP Subjobber Templates
N55	Print VAP Templates
N81	Print Accounts
N82	Print Summary Report
N83	Promotion Worksheet
N84	Projected VAP Report
N85	Print Accts - Field Communications
N86	Promotion Posting Report
N87	Templates Not Posted
N88	Non-VAP Accounts Report
N89	Promotion Comparison Report
K81	Print Accounts
K82	Stub File Summary Report
K84	Projected VAP Report
K88	Non-VAP Accounts Report

- To request a spreadsheet, follow normal report request procedures until submit request screen is displayed. From this screen, press PF6 Dload instead of PF9 Submit. Proceed by pressing ENTER through remainder of report request screens.
- User request output will be a spreadsheet that is positioned in columns of information same as the printed report. Column A of spreadsheet is used for Chain and Direct Account break information and should be deleted before spreadsheet is forwarded to VAP direct account.
- Enhancement Available: Immediate

➡ *New CAPS*

(Contacts: Jack Borgen, #0737, Diane Faust, #7596, Marc Kruth, #0688)

- A new updated version of CAPS is scheduled to be loaded on all Field, (except Sales Reps.) and Internal Sales PC's week of 10/27/97.
- Retail segment Gatefolds include new data, period ending Mid 1997 and new slides have been added to most of CAPS Gatefolds.
- PM X Rebuttal Gatefold has a new study that includes impact on other categories sales.
- Conv/Gas Gatefold has a new study with Scan data information provided by the Sheetz chain; cigarette customer sales, profits, related sales and profits.
- Updated version can be identified at the bottom of the CAPS screen, as "Library Version Mid-97."

➡ *Sales Rep. Supplies - Discontinued Item*

(Contact Linda Haynes, #2234)

- **Item #206136** (Envelope Add. RJRT Accounts Payable) no longer available through Sales Materials System after existing inventory is depleted.
- ROU's should send in biweekly expense reports in a standard 12" X 15" envelope obtained from either a local office supply company or via the Corporate Express '97 Catalog (pg. 197, Redi-Seal Heavy-Duty Catalog Envelope, #1111808-QUA 44062-Kraft). New envelopes are standard and are not postage paid. Utilize postage meter or appropriate amount of stamps.
- Mailing address to Disbursements Accounting remains the same:

  R. J. Reynolds Tobacco Co., Inc.
  Disbursements Accounting - Monitoring
  P.O. Box 2955
  Winston-Salem, NC 27199-8121

- **Important:** ROU's should continue to indicate in upper left-hand corner of envelope, both batch and Reg./Div. numbers.

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